



**North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities and Substance Abuse Services  
Information Technology Services Section**

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**IPRS PROJECT – PRODUCTION  
MONTHLY STATUS REPORT – January, 2003**

MH/DD/SAS	Report Period	Report Issued
Information Technology Services	January 1 – January 31, 2003	February 7, 2003
<p><b>Overall Assessment</b> – One new area programs went into IPRS production during January. <b>SouthEast Regional Area Program</b> went into production during the month of January. <u>This brings the total number of area programs now in production to 14.</u> The Project team expects the last 2 Area Programs of Phase 2 to begin production in February. The month of January contained three IPRS check writes. IPRS finalized 164,000 of the 194,000 claims processed in January, paying out \$9,339,040 to the fourteen Area Programs currently using IPRS. These statistics are double the month of December.</p> <p>Area Programs succeeded in submitting CAP MR claims to DMA using the 837 in IPRS.</p> <p>Denials due to <u>missing rates</u> continue to decrease only 348 denials for the month. The Division's efforts to streamline the rate process for the Area Programs and focus additional resources to the problem has seemed to provided the solution to this problem. Area Program's participation in identifying rate issues earlier in the phase in process has helped tremendously.</p> <p>The leading EOBs (Explanation of Benefits) with the largest number of denials for the month:</p> <ol style="list-style-type: none"> <li><b>8599 – DETAIL NOT COVERED BY COMBINATION OF RECIPIENT, PROVIDER AND BENEFIT PACKAGE.</b> During the month of January 13,000 denials were logged against this EOB.</li> <li><b>0120 – CLIENT ID NUMBER MISSING OR INVALID.</b> During the month of January 3400 denials were logged against this EOB.</li> <li><b>0011 – CLIENT NOT ELIGIBLE ON SERVICE DATE.</b> During the month of January 2350 denials were logged against this EOB.</li> </ol> <p>8599 is by far the largest problem at this time. The IPRS Project Team will begin to look into the root cause of all three EOB denial types to try and develop responses that will help to reduce the occurrences if possible. At this time the denials are valid for the claim information that is being submitted. We have to look at how the claims are being setup to ensure that the information being submitted to IPRS reflects the services provided to the individual that is receiving the services.</p> <p><b>Production Site Issues –</b></p> <ol style="list-style-type: none"> <li>SEC encountered problems with a client that was established in IPRS and then later reactivated in Medicaid. SEC was not able to perform a combine in CNDS of the two base ids for the client. The Division has initiated a discussion with DMA to review the CNDS governance rules on establishing new client ids in CNDS. We will be following up on the client id examples over the past three months with DMA to see what procedures need to be reviewed and/or approved upon.</li> <li>The Division is discussing adding edits to IPRS to verify that the number of units billed match the date ranges for residential services. We are researching the least expensive system change that would edit for age on child target populations to assure that no claims are paid for clients who are 18 years of age or older in any child target population.</li> </ol> <p><b>Fiscal Agent Issues</b> –EDS IPRS is working with the Division on revising the IPRS contract to include the four month extension initiated by the rebid project. Medicaid is also extending their contract by four months.</p> <p><b>CSR Report</b> – There were 18 new CSRs/RFRs issued to EDS in the month of January. EDS completed a total of 9 RFRs and CSRs this month.</p>		
<b>Production Issues</b>		
1	<b>Issues List</b>	Issues list is down to 3. The browser group is in the final stages of testing the MMIS cross-reference change.



# PHASE ONE is COMPLETE and CLOSED

IPRS PROJECT – IMPLEMENTATION MONTHLY STATUS REPORT – January 2003								
MH/DD/SAS			Report Period				Report Issued	
Information Technology Services			January 1 – January 31, 2003				February 7, 2003	
Implementation Phase I – April 2002 to September 30, 2002						Status: Complete		
Area Programs (6) - Guilford, New River, Pathways, Smoky, VGFW, Wayne								
IPRS Production: Guilford - 9/13, Wayne - 10/11, VGFW - 10/18, Pathways - 11/15, New River - 12/20, Smoky - 12/20.								
Key Milestones - Phase I								
Area Program	HIM	834 Form 7/12	834 No. of Tests 7/25	834 Prod 7/29	837 Form 8/09	837 No. of Tests 9/19	IPRS Prod 9/30	Comments
Guilford	CSM	7/05	7	08/07	08/13	4	09/13	In Production
New River	CMHC	8/02	4	10/07	11/27	3	12/20	In Production
Pathways	CMHC	7/16	2	07/31	10/29	3	11/15	In Production
Smoky	CMHC	7/16	8	09/26	11/22	3	12/20	In Production
VGFW	U/C	9/12	3	09/30	10/04	2	10/18	In Production
Wayne	CSM	7/08	4	09/11	08/27	2	10/10	In Production



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**Implementation Phase II** – June 2002 to December 31, 2002

**Area Programs (8)** - Lee-Harnett, Mecklenburg, OPC, Sandhills, SE Regional, Tideland, Wake, Wilson-Greene

**IPRS Production:** Lee-Harnett - 12/6, Wilson-Greene – 12/13, OPC - 12/20, Sandhills - 12/20, Wake - 12/20, SE Regional - 01/15

**Pending:** Mecklenburg, Tideland

**Overall Assessment:**

In January, SE Regional completed its move to IPRS.

Tideland recovered its test environment and re-tested 834 and 837 formats and content. A move to IPRS is planned for early February.

Mecklenburg completed converting client ids to 6 digits as planned. In February, they plan to enroll all of their clients into target populations, obtain 837 certification and complete content testing. They plan to implement in late February.

**Client Enrollment (834) – General comments**

Mecklenburg has a certified 834, but has not submitted any 834's in production. They decided not to enroll any of their clients in target populations in production in January. They focused their attention on the development of a program that would automate the enrollment of all their clients. As soon as the program is ready, they intend to use it to enroll basically all +10K clients, hopefully in early February.

**Claims Submission ( 837) – General comments**

As noted in the December 2002 report, Tideland first certified its 837 format in October; conducted several 837 content tests in November and lost their test system in early December. In the remaining days of December and throughout January, they recovered the test system and data, and reinitiated and completed testing. A move to IPRS is planned for early February.

Mecklenburg has mapped its 837 and conducted in-house testing throughout January. They are working closely with their vendor to finalize the 837 format. There is one loop in the format that is still incorrect. As soon as it is fixed, they intend to submit an 837 for format certification. If 837 certification goes as planned, they intend to submit one or two 837 content tests before moving into production in late February.

**Key Milestones – Phase II**

Area Program	HIM	834 Form 8/30	834 Tests 9/13	834 Prod 9/19	837 Form 9/20	837 Tests 11/22	IPRS Prod 12/31	Comments
Lee-Harnett	U/C	10/17	2	12/03	11/13	3	12/06	In Production
Mecklenburg	BCMS	10/11	2					
OPC	U/C	11/12	2	12/04	12/02	3	12/20	In Production
Sandhills	CSM	08/22	4	09/30	10/04	7	12/18	In Production
SE Regional	WilD	09/25	4	12/16	12/16	4	01/15	In Production
Tideland	CSM	09/24	19	10/28	10/22	12		834 content 01/08, 09, 13, 14, 15, 21, 28 837 content tests 01/ 07, 08, 14, 22, 28 837 results 01/ 02, 08, 15, 23, 29
Wake	U/C	10/30	2	11/21	12/06	2	12/20	In Production
Wilson-Grn	CSM	09/13	11	10/18	10/30	3	12/13	In Production



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**Implementation Phase III – September 2002 to March 31, 2003**

**Area Programs (11)** - Albemarle, Blue Ridge, Catawba, Centerpoint, Cumberland, Davidson, Johnson, Onslow, Piedmont, Randolph, Roanoke-Chowan

**IPRS Production:**

**Pending:** Albemarle, Blue Ridge, Catawba, Centerpoint, Cumberland, Davidson, Johnson, Onslow, Piedmont, Randolph, Roanoke-Chowan (*Note: Neuse has moved to Phase IV*)

**Overall Assessment**

Neuse requested to move to Phase IV. They have upgraded their Health Information Management System to a newer version of CMHC and it required far more time and effort than anticipated. Roanoke-Chowan focused their attention in January on getting their new server delivered and installed. They are cross-referencing their clients and their clinicians plan to complete their review of their active caseloads and enrollment in target populations by early February. Albemarle converted to the Windows-based CSM system in mid-January and has already received 834-format certification.

Phase III Implementation is targeted to start the first checkwrite in March 2003.

**Client Enrollment (834) – General comments**

In January, Albemarle, Blue Ridge, Davidson, Onslow and Randolph completed 834-format certification, raising the total to ten.

**Claims Submission ( 837) – General comments**

Blue Ridge, Catawba, Centerpoint and Piedmont conducted 837-format testing in January. All of these Area Programs use CMHC and will have to have 5 837 formats certified before they can begin 837 content testing. On January 24, Catawba became the first to have all 5 837 formats certified. The remaining seven area programs are in various stages of preparation to submit their first 837-format test.

**Key Milestones – Phase III**

Area Program	HIM	834 Form 11/8	834 Tests 11/27	834 Prod 12/2	837 Form 12/13	837 Tests 2/21	IPRS Prod 3/31	Comments
Albemarle	CSM	01/30						
Blue Ridge	CMHC	01/10			01/17s			837format tests 01/17, 22, 24, 29, 30 837 results – formats 1-4 approved
Catawba	CMHC	12/04			01/24			837 content tests
Centerpoint	CMHC	10/24	4	01/06	11/14s			837 format tests 01/20, 22, 31 837 results - formats 1-2 approved
Cumberland	U/C	12/03	5	01/07				834 content runs 01/03, 06
Davidson	WilD	01/17	2					834 content run 01/21, 30,
Johnston	SoftSol	12/04	5	01/24				834 content run 01/08,10, 15, 17, 21
Onslow	WilD	01/17	1					834 content run 01/21
Piedmont	CMHC	12/03	4		01/07s			834 content run 01/07, 31 837 format tests 01/07, 15 837 results 01/07, 15
Randolph	CMHC	01/31						834 format certified 1/31
Roanoke-Chowan	CSM							

**Note:** An “s” following a date denotes “date started”



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**Implementation Phase IV – December 2002 to June 30, 2003**

**Area Programs (11)** - Alamance-Caswell, Crossroads, Durham, Edgecombe-Nash, Foothills, Neuse, Pitt, Riverstone, Rockingham, Rutherford-Polk, Trend

**IPRS Production:**

**Pending:** Alamance-Caswell, Crossroads, Durham, Edgecombe-Nash, Foothills, Neuse, Pitt, Riverstone, Rockingham, Rutherford-Polk, Trend (*Note: Neuse has joined Phase IV*)

**Overall Assessment**

Neuse moved from Phase IV from Phase III.

Pitt's vendor, Askesis, will not be able to supply an 834 until the end of March or first of April. They have presented an interim solution to allow the implementation of IPRS to proceed on schedule while waiting for the final 834 solution.

In January, Trend continued to make rapid progress, completing 837-format certification and starting content testing. Alamance-Caswell and Crossroads started testing 834 formats in January. All other area programs are working to prepare for their initial submission of an 834-format test.

Edgecombe-Nash and Riverstone are both in the process of converting to a new Health Information Management System (CSM) in preparation for their merger with Wilson-Greene.

In January, the Division received the majority of TPAs and most MOAs.

Phase IV Implementation is targeted to start the first checkwrite in May 2003.

**Client Enrollment (834) – General comments**

Trend completed 834-format certification December 23. They completed 834 content tests in both December and January. Alamance-Caswell and Crossroads started testing 834 formats in January.

**Claims Submission ( 837) – General comments**

In January Trend continued its rapid pace by completing 837-format certification, one month ahead of schedule. They submitted their first 837 content test on January 28.

**Key Milestones – Phase IV**

Area Program	HIM	834 Form 1/24	834 Tests 2/14	834 Prod 2/21	837 Form 2/28	837 Tests 4/25	IPRS Prod 5/31	Comments
Alamance-Caswell	CSM	01/27s						834 format tests 01/27, 31, 834 results 01/28, 31
Crossroads	CSM	01/27s						834 format tests 01/27, 834 results 01/28,
Durham	BCMS							
Edgecombe-Nash	CSM							
Foothills	CMHC							
Neuse	CMHC							
Pitt	PsyC							
Riverstone	CSM							
Rockingham	WiID							
Rutherford-Polk	CMHC							
Trend	U/C	12/23	2		01/27	1		834 content run 01/02 837 content tests 01/28, 29 837 content results 01/29

**Note:** An "s" following a date denotes "date started"

